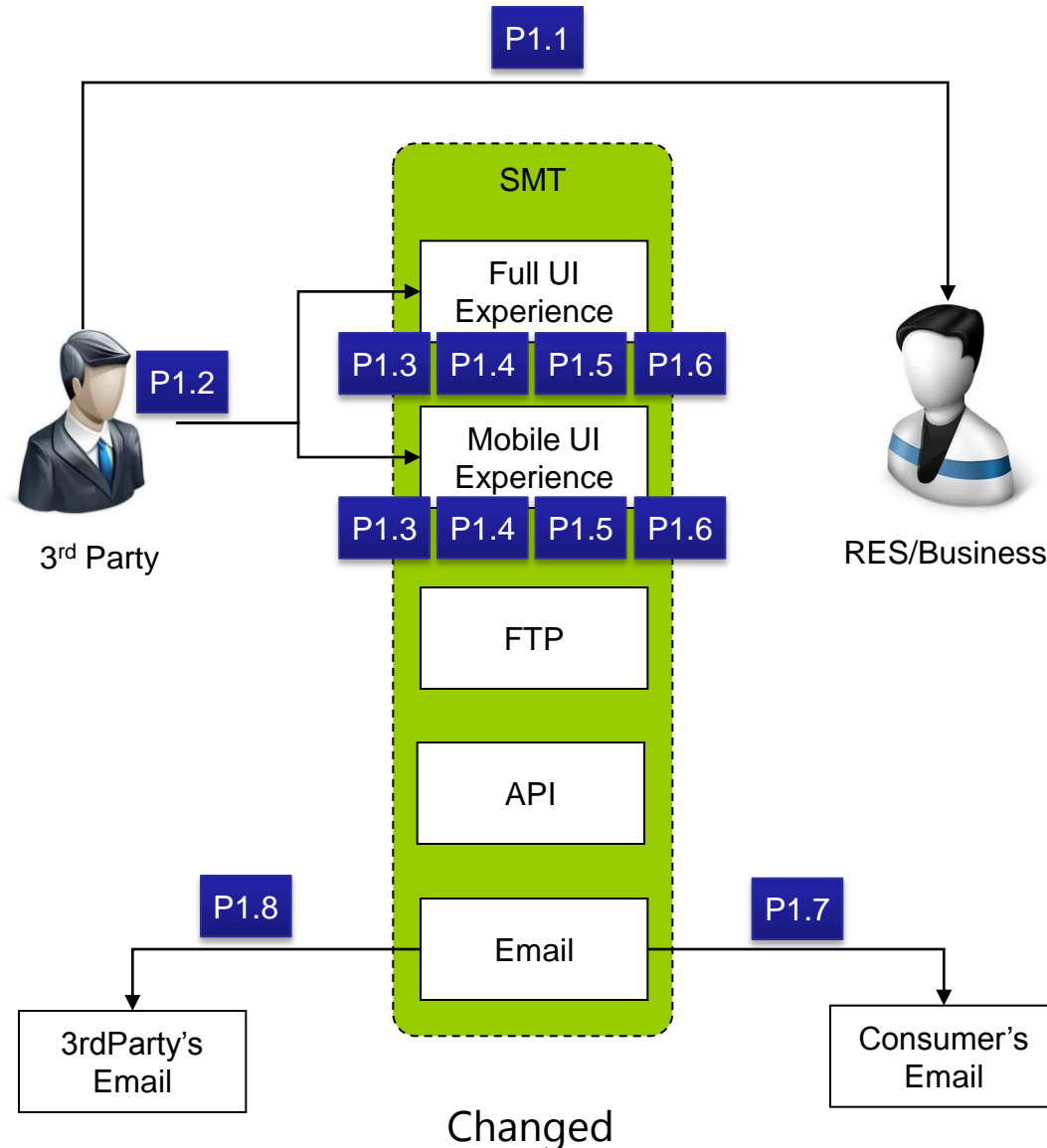


*'Access, Control
& Convenience'*

3rd Party HAN Device Provision Support Model Notification Process

June 5, 2012

3rd Party Initiates a HAN Device Provision



Primary Storyboard

P1.1 3rd Party meets with RES/Business customer and collects information (3rd Party)

P1.2 3rd Party logs into SMT and navigates to My Account/Customer Agree,emts, then clicks on the 'Provision HAN Device' button (3rd Party, Mobile, 3rd Party LOA)

P1.3 On the 'HAN Provision' page, 3rd Party enters the RES/Business info collected into SMT UI, clicks affirmation and clicks 'Submit' to initiate the provision request (3rd Party, Mobile, 3rd Party LOA)

P1.4 If validation is successful, SMT gives success on the UI (3rd Party, Mobile)

P1.5 SMT creates and stores HAN device provision request on SMT and sets status to "Add Acknowledged" (3rd Party, Mobile)

P1.6 SMT creates a non-registered mechanism for RES/Business user to accept the HAN Provision Request (3rd Party)

P1.7 SMT sends a HAN Provision Request email to RES/Business user with a copy of the request information entered by 3rd Party (3rd Party)

P1.8 SMT sends a device provision request initiated confirmation email to 3rd Party (3rd Party)

Notes:

- There will be an API to support a HAN Device Provision and De-Provision (current API to be modified to support new customer 'Starts Pairing Window' process)
- May need a process when customer does not have an email address.

Note: 3rd Party must collect from the customer:

- Registered? Yes/No
If Yes, just User ID

If No,

- Service Address
- City
- State
- Zip Code
- ESID(s)
- Meter #(s)
- Company (if applicable)
- First Name
- Last Name
- Title (if applicable)
- Telephone Number
- Email Address
- Type of HAN Device
- HAN Device MAC Address
- Installation Code
- Business or Residence - needed if customer chooses to register (optional)

3rd Party Initiates a HAN Device Provision Storyboard

P1.1

P1.1 3rd Party meets with RES/Business customer and collects information

P1.2

P1.2 3rd Party logs into SMT and navigates to My Account/Customer Agreements, then clicks on the 'Provision HAN Device' button

P1.3

P1.3 On the 'HAN Provision' page, 3rd Party enters the RES/Business info collected into SMT UI, clicks affirmation and clicks 'Submit' to initiate the provision request

P1.4

P1.4 If validation is successful, SMT gives success on the UI

P1.5 SMT creates and stores HAN device provision request on SMT and sets status to "Add Acknowledged"

P1.6 SMT creates a non-registered mechanism for RES/Business user to accept the HAN Provision Request

P1.5

P1.6

P1.7

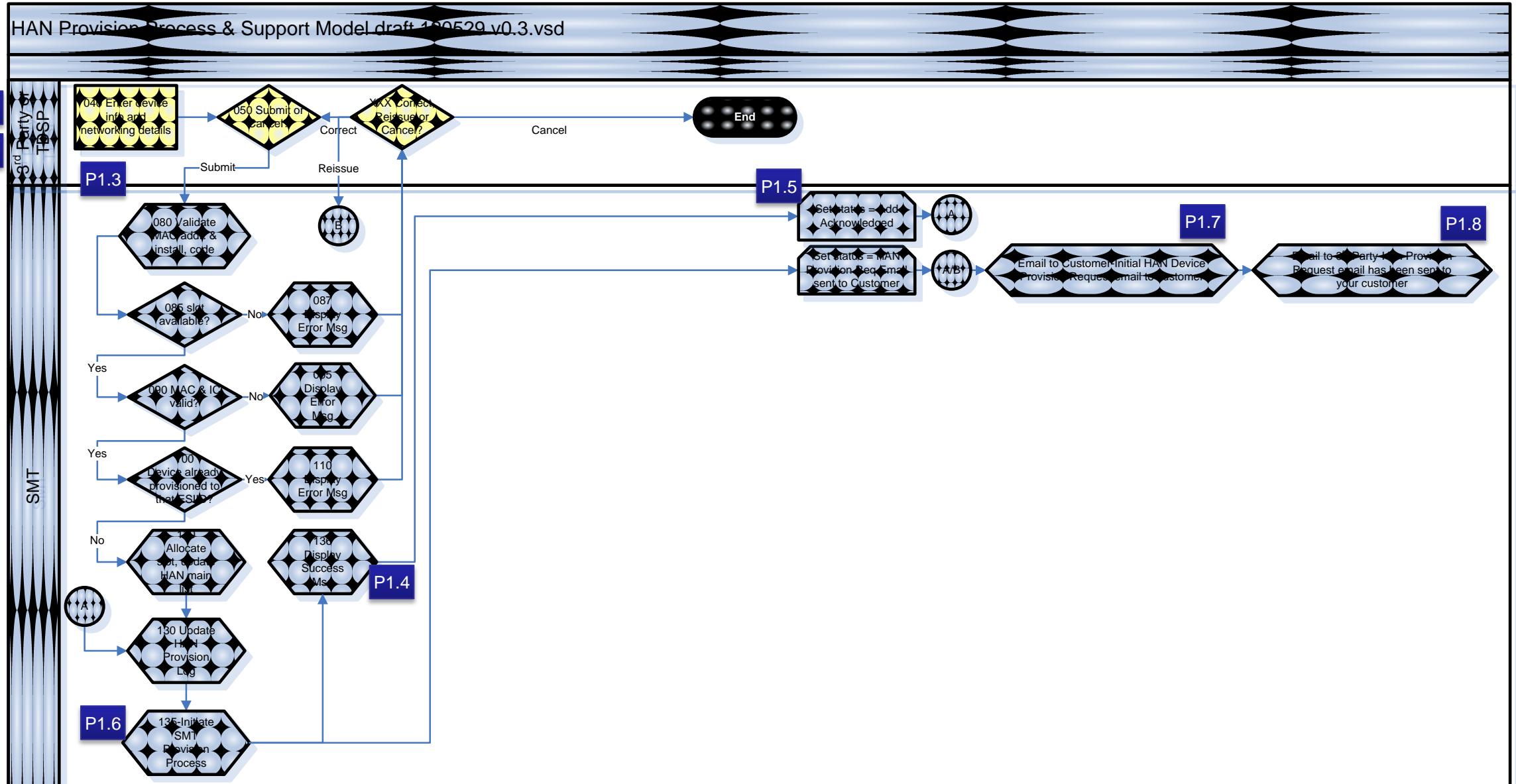
P1.7 SMT sends a HAN Provision Request email to RES/Business user with a copy of the request information entered by 3rd Party

P1.8

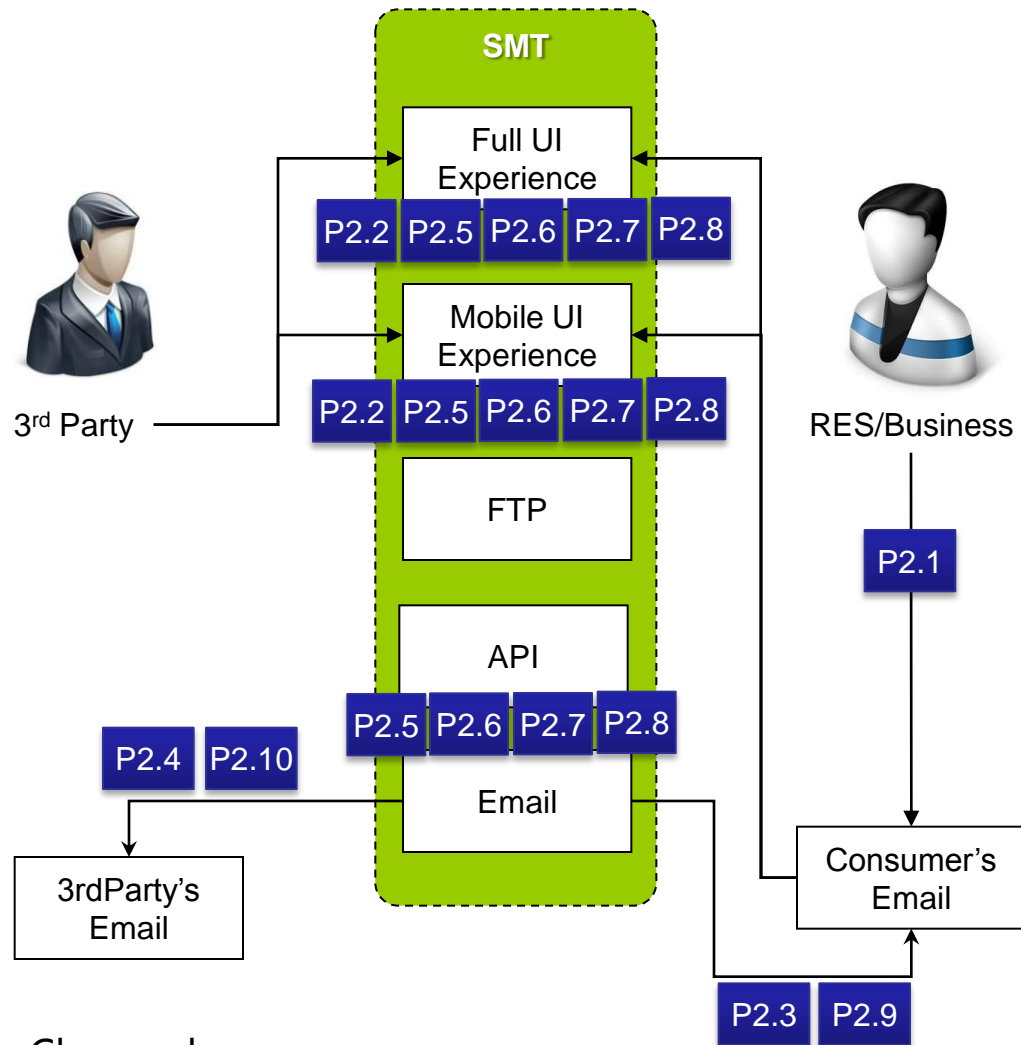
3rd Party Confirmation Email

P1.8 SMT sends a device provision request initiated confirmation email to 3rd Party

3rd Party Initiates a HAN Device Provision



Customer Accepts 3rd Party HAN Device Provision Request Process



Primary Storyboard

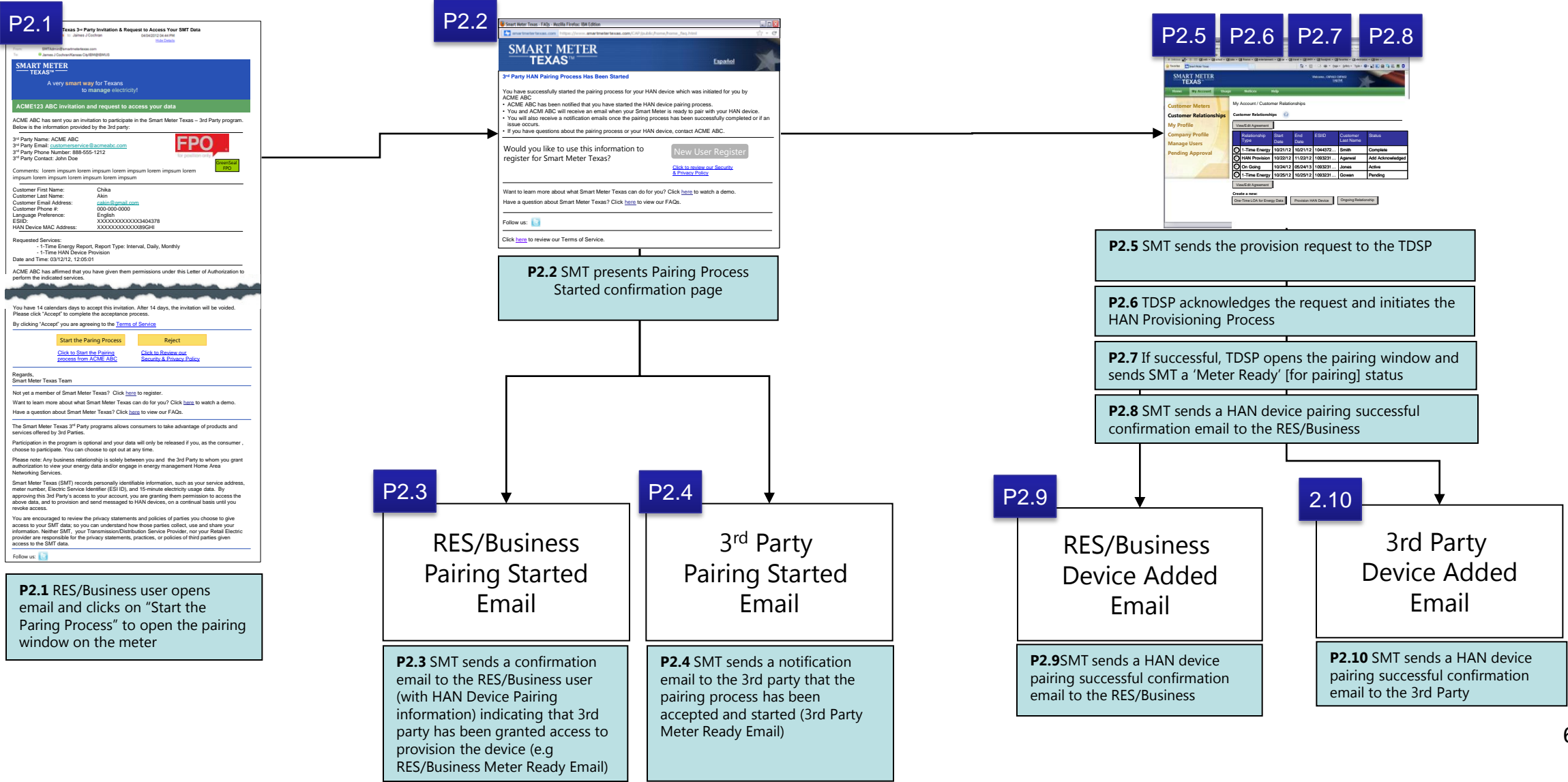
- P2.1** RES/Business user opens email and clicks on "Start the Paring Process" to open the pairing window on the meter (3rd Party)
- P2.2** SMT presents Pairing Process Started confirmation page (3rd Party, Mobile)
- P2.3** SMT sends a confirmation email to the RES/Business user (with HAN Device Pairing information) indicating that 3rd party has been granted access to provision the device (3rd Party)
- P2.4** SMT sends a notification email to the 3rd party that the pairing process has been accepted and started (Pairing Started Email) (3rd Party)
- P2.5** SMT sends the provision request to the TDSP (3rd Party, Mobile)
- P2.6** TDSP acknowledges the request and initiates the HAN Provisioning Process (3rd Party)
- P2.7** If successful, TDSP opens the pairing window and sends SMT a 'Meter Ready' [for pairing] status (3rd Party, Mobile)
- P2.8** If the customer successfully pairs the HAN device the TDSP sends SMT a 'Device Added' status (3rd Party, Mobile)
- P2.9** SMT sends a HAN device pairing successful confirmation email to the RES/Business (3rd Party)
- P2.10** SMT sends a HAN device pairing successful confirmation email to the 3rd Party (3rd Party)

Notes:

- Provisioned HAN devices are managed in My Account/Customer Agreements
- HAN devices are managed in My Account/HAN Devices for customers
- 3rd Parties cannot send messages to HAN devices until an ongoing relationship is established
- Need to include the customer name, in the 3rd Party notification email

Customer Accepts 3rd Party HAN Device Provision Request

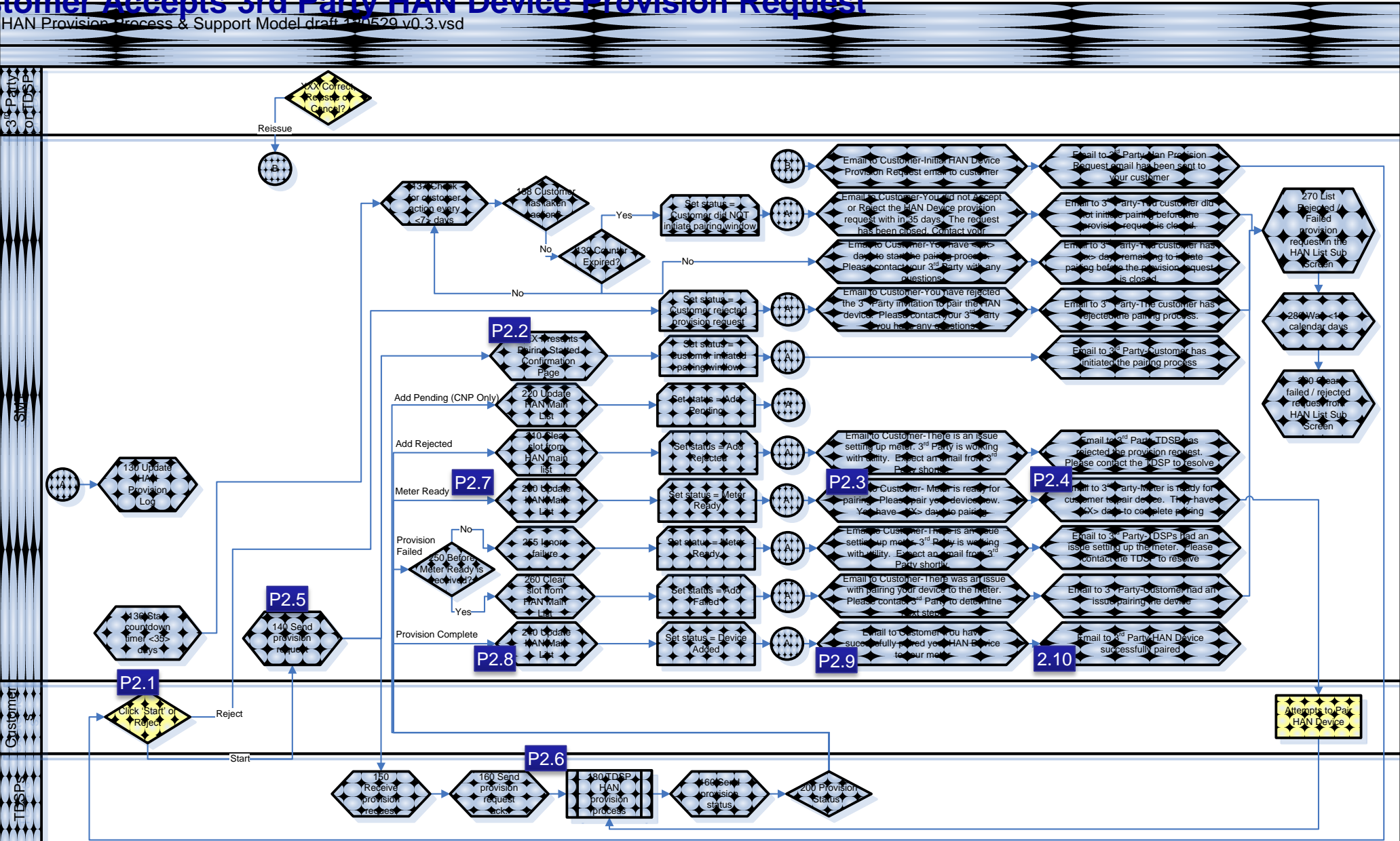
Storyboard



3rd Party HAN Device Provision Support Model Process

Customer Accepts 3rd Party HAN Device Provision Request

HAN Provision Process & Support Model draft 12/15/29 v0.3.vsd



3rd Party HAN Device Provision Support Model Process

Statuses and Communications

HAN Provision Status (from TDSP)	HAN Provision Status (SMT)	Communication to the Customer	Communication to the 3 rd Party	Other Actions
N/A	Add Acknowledged	N/A	N/A	N/A
N/A	HAN Provision Req Email sent to Customer	Email to Customer-Initial HAN Device Provision Request email to customer	Email to 3rd Party-Han Provision Request email has been sent to your customer	N/A
N/A	<waiting for customer to initiate pairing>	Email to Customer-You have <XX> days to start the pairing process. Please contact your 3rd Party with any questions	Email to 3rd Party-You customer has <xx> days remaining to initiate pairing before the provision request is closed.	N/A
N/A	Customer did NOT initiate pairing window	Email to Customer-You did not Accept or Reject the HAN Device provision request with in 35 days. The request has been closed. Contact your	Email to 3rd Party-You customer did not initiate pairing before the provision request is closed.	SMT - Wait <10> calendar days and clear abandoned / failed / rejected request from HAN List Sub Screen and clear the slot
N/A	Customer rejected provision request	Email to Customer-You have rejected the 3rd Party invitation to pair the HAN device. Please contact your 3rd Party if you have any questions	Email to 3rd Party-The customer has rejected the pairing process	SMT - Wait <10> calendar days and clear abandoned / failed / rejected request from HAN List Sub Screen and clear the slot
N/A	Customer initiated pairing window	N/A	Email to 3rd Party-Customer has initiated the pairing process	N/A
Add Pending	Add Pending	N/A	N/A	N/A
Add Rejected	Add Rejected	Email to Customer-There is an issue setting up meter. 3rd Party is working with utility. Expect an email from 3rd Party shortly.	Email to 3rd Party-TDSP has rejected the provision request. Please contact the TDSP to resolve	SMT - Wait <10> calendar days and clear abandoned / failed / rejected request from HAN List Sub Screen and clear the slot
Meter Ready	Meter Ready	Email to Customer- Meter is ready for pairing. Please pair your device now. You have <XX> days to pairing	Email to 3rd Party-Meter is ready for customer to pair device. They have <XX> days to complete pairing	N/A
Add Failed (before Meter Ready)	Add Failed	Email to Customer-There was an issue with pairing your device to the meter. Please contact 3rd Party to determine next steps.	Email to 3rd Party-Customer had an issue pairing the device	SMT - Wait <10> calendar days and clear abandoned / failed / rejected request from HAN List Sub Screen and clear the slot
Add Failed (after Meter Ready)	Meter Ready	Email to Customer-There is an issue setting up meter. 3rd Party is working with utility. Expect an email from 3rd Party shortly.	Email to 3rd Party-TDSPs had an issue setting up the meter. Please contact the TDSP to resolve	N/A
Device Added	Device Added	Email to Customer-You have successfully paired your HAN Device to your meter	Email to 3rd Party-HAN Device successfully paired	N/A